



BELLSOUTH DSL BULLETIN 0131



Subject: SOEG Enhancement to Minimize Rejected SRFs

Date: 07/17/02

Effective 8/17/02, BellSouth will no longer reject SRFs for Telephone Number/Address mismatches. This will affect all SRF types. Currently SOEG will reject an SRF if the end-user address provided by the NSP does not match the address BellSouth has stored in its internal database for the associated end-user telephone number on the SRF. This edit was originally designed to verify that an NSP was ordering ADSL for the correct location. However, NSPs have indicated that this edit has caused much manual intervention on their part, delays in ADSL provisioning, and has resulted in poor end-user experience. They have therefore requested that BellSouth remove the edit.

BellSouth has determined that a large number of SRFs could have been provisioned without delay but were rejected due Telephone Number/Address mismatches. This could have resulted from NSPs providing P.O. Box addresses, End-user Billing addresses, or alternate named addresses, etc. that did not match what BellSouth shows as the correct "serving address". This has resulted in NSPs having to resubmit the SRF and delays in providing service.

Beginning 8/17/02, SOEG will map the end-user telephone number the NSP submits on the SRF to the serving address stored in BellSouth's internal database. BellSouth will then provision the ADSL service based on this information. This change should significantly minimize manual efforts by NSPs to resolve address discrepancies and improve overall customer satisfaction.

Caution: If an NSP provides the wrong telephone number or mistypes the telephone number on the SRF, the ADSL can be provisioned at the wrong address, and the NSP will be responsible for any non-recurring and termination charges associated with the provisioning and subsequent de-provisioning of ADSL at that address.

Questions in regard to this bulletin should be referred to your BellSouth Account Representative.

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